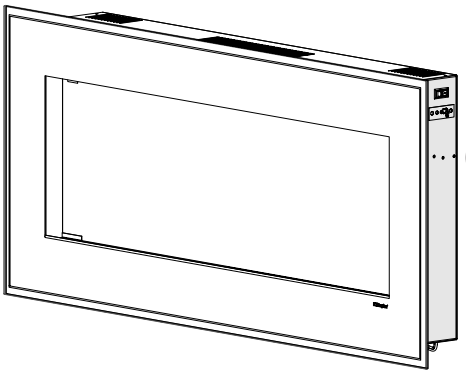
Dimplex®

Better solutions through innovation



Owner's Manual

Model
DWF1215B

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

To view the full line of Dimplex products, please visit www.dimplex.com

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Always use a qualified technician or service agency to repair this fireplace.

! NOTE: Procedures and techniques that are considered important enough to emphasize.

CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

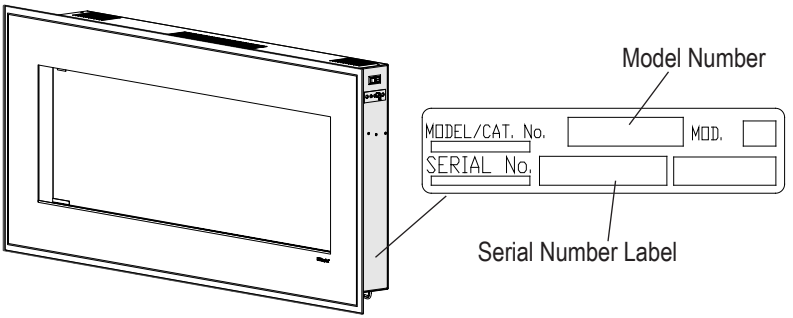
Welcome & Congratulations

Thank you and congratulations for choosing to purchase an electric fireplace from Dimplex, the world leader in electric fireplaces.

Please carefully read and save these instructions.

⚠ **CAUTION:** Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

Please record your model and serial numbers below for future reference: model and serial numbers can be found on the Model and Serial Number Label of your fireplace.



NO NEED TO RETURN TO THE STORE

Questions with operation or assembly? Require Parts Information?
Product Under Manufacturer's Warranty?

Contact us at: **www.dimplex.com/customer_support**
For Troubleshooting and Technical Support

OR **Toll-Free 1-888-DIMPLEX** (1-888-346-7539)
Monday to Friday 8:00 a.m. to 4:30 p.m. EST
Please have your model number and product serial number ready. (See above)

⚠ IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

① Read all instructions before using the electric fireplace.

② This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation.

③ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.

④ Always unplug the fireplace when not in use.

⑤ Young children should be supervised to ensure that they do not play with the appliance.

⑥ The appliance is not intended for use by young children or infirmed persons without supervision.

⑦ If the supply cord is damaged, it must be replaced by the manufacturer, or its service agent, or a qualified person in order to avoid a hazard.

⑧ Do not operate any unit with a damaged cord or plug, or if the heater has malfunctioned, or if the electric fireplace has been dropped or damaged in any manner, contact Dimplex Technical Service at 1-888-346-7539.

⑨Do not use outdoors.

⑩ This fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.

⑪ High temperature, keep electrical cords, drapery, and other furnishings at least 3 feet (0.9m) from the front of the heater and away from the side and rear.

⑫ Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.

⑬ Do not locate the unit directly below a fixed electrical convenience outlet.

⑭ To disconnect the fireplace, turn the controls off, then remove the plug from the outlet.

⚠ IMPORTANT INSTRUCTIONS

⑮ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.

⑯ Do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.

⑰ All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.

⑱ Do not modify the electric fireplace. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

⑲ Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/ power strip).

⑳ Do not burn wood or other materials in the electric fireplace.

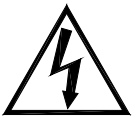
㉑ Do not strike the fireplace glass.

㉒ Always use a certified electrician should new circuits or outlets be required.

㉓ Always use properly grounded, fused and polarized outlets.

㉔ Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.

㉕ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.



CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICABLE PARTS INSIDE

SAVE THESE INSTRUCTIONS

⚠ IMPORTANT INSTRUCTIONS

WARNING: Remote control contains small batteries. Keep away from children. If swallowed, seek medical attention immediately.

WARNING: Do not install battery backwards, charge, put in fire or mix with used or other battery types - may explode or leak causing injury.

NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

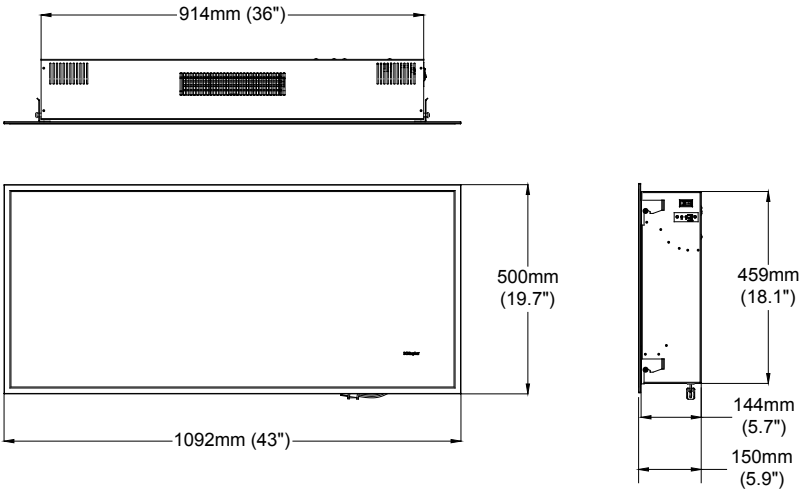
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions: (1) this device may not cause interference and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Quick Reference Guide

1. Before using the fireplace verify the circuit breakers for the are unit on.
2. If you have any technical questions or concerns regarding the operation of your electric fireplace, or require service contact customer service.
3. The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts.
4. For dimensions of your fireplace, refer to Figure 1.

Figure 1



Fireplace Installation

Site Selection

The unit is packaged with two types of mounting options:

- Wall mounting, Surface
- Pedestal

! NOTE: A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or the fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

⚠ WARNING: Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

⚠ WARNING: The supplied mounting components are designed for use with Dimplex fireplaces only. Improper use, or use for purposes other than intended, may cause damage or injury.

Wall Mounting Instructions

⚠ WARNING: Failure to install the fireplace as instructed below may result in damage to the equipment and or may expose the user to the risk of fire, serious injury, illness or death.

⚠ WARNING: The fireplace requires the wall mounting bracket screws to be installed into a minimum of two wall studs (Figure 2).

Tools Required

- #2 Phillips screwdriver
- Pencil
- Slot screwdriver
- Bubble level (supplied)
- Drill, and drill bits as required

Approximate time: 30 minutes

Fireplace Installation

for installation

1. Select an appropriate location to mount the unit on a wall, above an electrical outlet. Access to the electrical outlet must be maintained. Ensure the installation meets the national and state/provincial electrical codes.

! **NOTE:** It is recommended that the bottom of the unit not be mounted higher than 1020mm (40") from the Fireplace Installation ground to maintain an optimized viewing angle of the flame.

⚠ **CAUTION:** Ensure that the top of the unit is at least 610mm (24") from the ceiling or any object (i.e. Electrical receptacles) that may obstruct or be susceptible the flow or temperature of air out of the unit.

⚠ **CAUTION:** High temperature, keep electrical cords, drapery, and other furnishings at least 3 feet (0.9m) from the front of the heater and away from the side and rear.

2. The wall-mounting bracket must be mounted to at least two (2) wall studs.

Figure 2

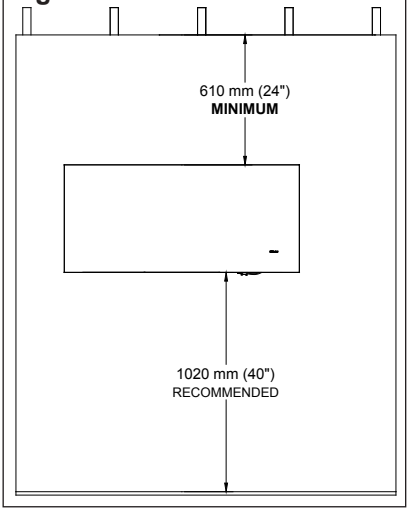
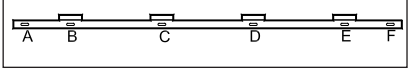


Figure 3



Studs should be accessed through two (2) wall-bracket holes in one of the following combinations: A&F, B&D, or C&E (Figure 2).

! **NOTE:** Wall anchors must be installed in the appropriate wall locations to fasten the wall bracket through the remaining holes. (Figure 3) For example, if you plan to secure the bracket to studs through holes A&D, install anchors centered on holes B and

C.

3. Hold the wall-mounting bracket on the wall and mark the location of ONE (1) of the mounting holes.
4. Place the bubble level onto the top of the wall-mounting bracket.
5. Adjust the wall-mounting bracket so the bubble on the level is centered between the two black lines.
6. Mark three (3) other mounting screw locations, on the wall, ensuring that the wall bracket stays level.
7. Install the supplied wall anchors on the drywall marked locations by placing a #2 Phillips screwdriver into the recess of the anchor.
8. Press the anchor into the wall in the desired marked position

Figure 4

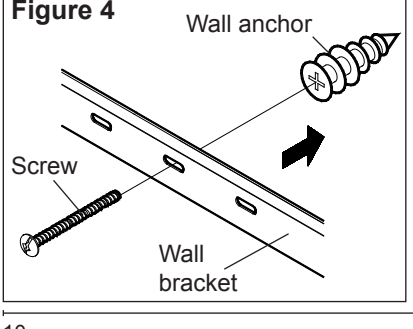


Figure 5

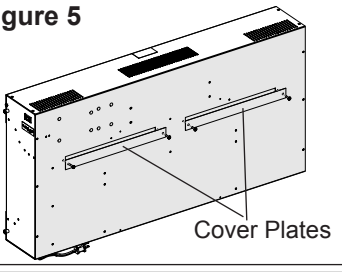
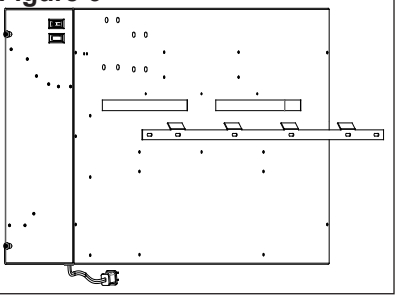


Figure 6



while turning the anchor clockwise until it is flush with the wall.

9. Insert the wall anchor screws through the wall bracket and thread into the wall anchors. Tighten the screw (Figure 3).
10. Install the remaining screws through the bracket and into the wall studs as required.

! **NOTE:** At least two of the mounting screws must be installed into a wall stud.

11. Remove the two (2) cover

plates from the wall mounting slots in the back of the firebox. (Figure 5)

12. Mount the unit on the wall, so that the tabs on the wall bracket have been inserted into the slots on the back of the firebox. (Figure 6)
13. Carefully pour and evenly distribute the supplied glass rock media in the Media tray of the firebox (Figure 7).
14. Hang the front glass assembly on the mounts of the firebox and secure the glass onto the unit by installing the retaining screws (Figure 8)
15. Excess electrical cord can be inserted back into the bottom of the unit, into the cord storage area.

Figure 7

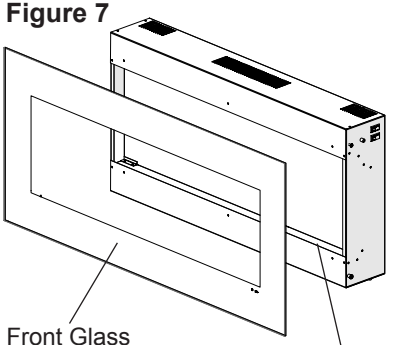
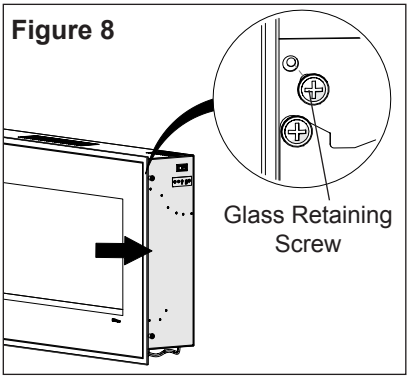


Figure 8



Pedestal Installation Instructions

⚠ **WARNING:** Failure to install the fireplace as instructed below may result in damage to the equipment and or may expose the user to the risk of fire, serious injury, illness or death.

⚠ **CAUTION:** High temperature, keep electrical cords, drapery, and other furnishings at least 3 feet (0.9m) from the front of the heater and away from the side and rear.

Tools Required

- #2 Phillips screwdriver

1. Carefully lay the fireplace down on its front.

! **NOTE:** If necessary, lay a

protective barrier between the front glass and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching the glass or your work surface.

2. Assemble the pedestal by attaching the vertical supports and firebox support (if applicable) to the base. (Figure 9)
3. Position the pedestal on the back of the firebox so that it lines up with the provided mounting holes.
4. Secure the pedestal to the firebox with the provided screws. (Figure 10)
5. Orient the firebox so that it is standing upright.
6. Carefully pour and evenly distribute the supplied glass rock media in the Media tray of the firebox (Figure 7).
7. Hang the front glass assembly on the mounts of the firebox and secure the glass onto the unit by installing the retaining screws (Figure 8)
8. Excess electrical cord can be inserted back into the bottom of the unit, into the cord storage area.

Figure 9

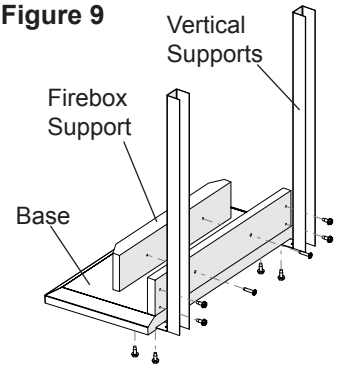
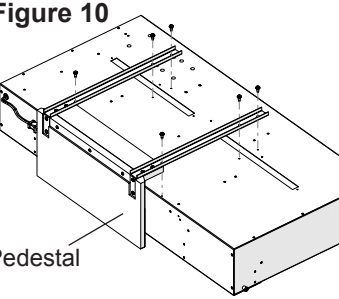
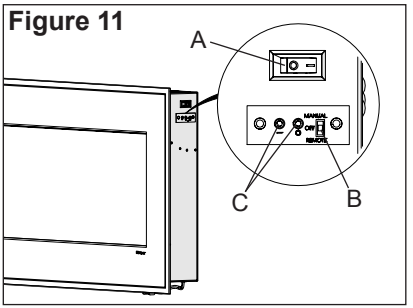


Figure 10



☛ Operation

Figure 11



The manual controls for the electric fireplace are located on the right end of the unit (Figure 11).

A. On/Off Switch

The On/Off Switch supplies power to all fireplace functions. When the switch is in the "**I**" position, the unit is on. When in the "**O**" position, the fireplace is off.

B. 3-Position Switch

The 3-Position Switch changes the mode the fireplace operates in and has three (3) positions: "**MANUAL**"; "**OFF**"; and "**REMOTE**".

When in "**REMOTE**" mode, the fireplace's three levels of operation are controlled by the ON and OFF buttons of the remote control.

In "**OFF**" mode, power to all functions is cut off.

In "**MANUAL**" mode, the fireplace's three levels of operation are controlled by the Manual Control Buttons.

C. Manual Control Buttons

The Manual Control Buttons operate the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat.

The level is increased every time the "**I**" button is pressed, and the fireplace can be turned off at any point by pressing the "**O**" button.

Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic switch will turn the heater off and it will not come back on without being reset. The temperature cutoff switch can be reset by unplugging the unit, waiting five (5) minutes and plugging the unit back in.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

Remote Control Usage

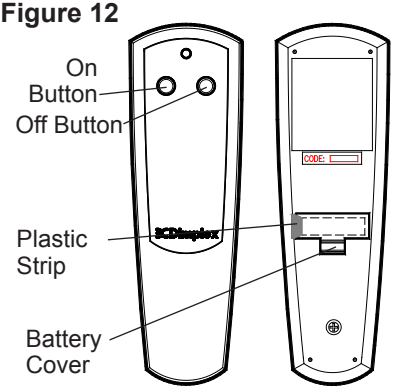
The remote control operates the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat. The level is increased every time the ON button is pressed on the remote control and the fireplace can be turned off at any point by pressing the OFF button.

! **NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 12).

Remote Control Initialization/ Reprogramming

If the remote control or remote control receiver has been replaced, follow these steps to initialize the remote control and receiver:

Figure 12



1. Ensure that power is supplied through the main service panel.
2. Turn On/Off Switch to " **I** " (Figure 11A).
3. Move the 3-Position Switch to the " **REMOTE** " position (Figure 11B).
4. Press and hold the Manual Control Button marked " I " for five (5) seconds (Figure 11C). After five (5) seconds, there is a 10 second window to press any button on the remote control.
5. Press any button on the remote control within that 10 seconds.

This will synchronize the remote control and receiver.

! **NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 12).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Maintenance

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Partially Reflective Glass Cleaning

The Partially Reflective Glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the Partially Reflective Glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the Partially Reflective Glass can be cleaned with a damp cloth. The Partially Reflective Glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

Warranty

Products to which this limited warranty applies

This limited warranty applies to the following models of your newly purchased Dimplex electric fireplace **DWF1215B.** This limited warranty applies only to purchases made in any province of Canada except for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) except for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of the first purchase of such products.

The limited 1 year warranty period also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-DIMPLEX (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/ model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Dimplex will do in the event of a defect?

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during the 1 year limited warranty period you have the following rights:

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or

replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.

- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- Dimplex will not be responsible for, and the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO the PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

Replacement Parts

Heater Assembly (with Cutout)	9600560100RP
Front Glass	5902440200RP
Partially Reflective Glass	5902420100RP
Flame Panel	5902400100RP
Power Cord	4100010800RP
Flicker Motor	2000210500RP
Flicker Rod	5901070200RP
On/Off Switch	2800070700RP
Remote Switchboard	3000820300RP
Remote Control Receiver	3000820100RP
Remote Control	3000370900RP
LED Light Assembly	3000830100RP
LED Driver Board	3000810200RP
Media Tray	5902430100RP
Glass Rocks	1400070100RP
Mounting Hardware Kit	9600350100RP
Mounting Bracket	1017130259RP
Pedestal - Base	112440010FRP
Pedestal - Vertical Supports	1025260159RP

Dimplex®

Dimplex North America Limited
1367 Industrial Road
Cambridge ON
Canada N1R 7G8

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